FREQUENTLY ASKED QUESTIONS

CITY OF BEAVERTON
REQUEST FOR PROPOSAL
COMPUTER SOFTWARE TRAINING AND RELATED SERVICES
Solicitation #2777-13B

March 7, 2013

The following questions have been submitted for this solicitation.

Question 1

Section 2.2.2 Open Enrollment Classes states "The City seeks a contractor that conducts regularly scheduled open enrollment classes in facilities located in the Portland metropolitan area."

Section 2.2.4 Web-based Training Contractor may provide, upon the City's approval, remote training via web-based learning. Delivery method should be synchronous with a live instructor available to answer questions and adapt to the changing needs of class attendees.

Can you clarify if web-based, open-enrollment classes are acceptable? The open-enrollment section specifies that there must be facilities in Portland, but the web-based section says that synchronous web-based training is also acceptable.

Answer:

> We have found that our employees respond better in a classroom setting using various types of learning techniques. For the majority of the classes, the vendor must have a facility in the Portland metro area and have trainers available to work on-site at the City's computer training room located at City Hall. If there was a class that was not available any other way than through a remote web-based training then we would consider offering the class. We would also consider using a remote web-based class if the City were to combine efforts with other Government entities in order to meet the minimum number of students per class.
>
> Please refer to Section 4.2 where it states that having a local training facility and equipment for off-site training is considered a **minimum requirement.**

Question 2

Interpretations of the Scope of Work, Page 7.
Should we assume that the training that the City of Beaverton is seeking is Microsoft Excel, Word, Access and Visual Basic only?

Answer:
> The core classes we currently offer are Access, Acrobat, Excel, Outlook, PowerPoint, Publisher & Word, but there could be other software training that may be needed.

Question 3

Regarding the number of application training vouchers/coupons. Should we project that this number would be from 10-200 application vouchers? This depending on the training needs that the city has.
Answer:
> Yes, that is correct.

Question 4

The number of proposals that need to be turn in are 4 copies? One original copy and 3complete copies in the same sealed envelope?
Answer:

> Yes, that is correct. Refer to Section 4.1.7 in the solicitation.

Question 5

Will multiple contracts be awarded, or are you looking for a sole provider?
Answer:

> The City's intent is to award one contract as stated in 5.7 of the solicitation.